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| TO | Mail Stop Petition |
| COMPANY | USPTO |
| FAX NUMBER | 15712738300 |
| FROM | Mark S. Peloquin |
| DATE | 2009-08-04 01:13:39 GMT |
| RE | Patent Application Serial No. 10/691,777 |

COVER MESSAGE

Dear Sir:

Please find 72 pages in this transmission, including this cover sheet.

Regards,

PELOQUIN, PLLC
800 Fifth Avenue
Suite 4100
Seattle, WA 98104-3100

(206) 447-1336 office
(206) 770-6562 facsimile

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PATENT APPLICATION

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I hereby certify that this correspondence is being transmitted herewith via facsimile transmission to Telephone No. (571) 273-8300 on the date indicated below and is addressed to: Mail Stop Petition, Commissioner for Patents, Box 1450, Alexandria, Virginia 22313-1450.

Date of Transmission: August 3, 2009

Mark S. Peloquin

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Group Art Unit: 3628

In re: Howard M. Lee
Application No.: 10/691,777
Attorney Docket No.: 062403.P001
Filed: October 22, 2003
For: BUSINESS PERFORMANCE AND CUSTOMER CARE
QUALITY MEASUREMENT

FACSIMILE TRANSMITTAL

Mail Stop Petition
Director/Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

Dear Sir:

Transmitted herewith for filing are the following:

1. a copy of the "Customer Copy" of the Express Mail Post Office To Addressee form bearing Express Mail Number "EB 583248349 US" (1 Page);
2. a copy of the return post card stamped July 6, 2009 indicating that 56 pages of Applicant's Response to Office Action was received (1 Page);
3. Petition Under 37 CFR 1.10 (e) or other applicable rule
4. a copy of the documents downloaded from the Image File Wrapper dated July 6, 2009 (5 pages); and
5. a copy of the originally deposited correspondence (except PTO 2038 to prevent double billing), noting most importantly the Response to Office Action (60 pages total).

A total of 71 pages, including this facsimile transmittal are being submitted herewith:

Respectfully Submitted,
PELOQUIN, PLLC

Date: August 3, 2009

Mark S. Peloquin
Mark S. Peloquin, Esq.
Registration No. 50,787

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PTO/SB/21 (04-07)

Approved for use through 09/30/2007. OMB 0651-0031

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**TRANSMITTAL
FORM**

(to be used for all correspondence after initial filing)

Total Number of Pages in This Submission

| | |
|--|------------------|
| Application Number | 10/691,777 |
| Filing Date | October 22, 2003 |
| First Named Inventor | Howard M. Lee |
| Art Unit | 3628 |
| Examiner Name | Borissov, Igor N |
| Total Number of Pages in This Submission | 71 |
| Attorney Docket Number | 062403.P001 |

| ENCLOSURES (Check all that apply) | | |
|--|--|--|
| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached | <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers | <input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): 1. Facsimile Transmittal(1 page) 2. SB 21 Transmittal (1 page) 3. Petition Under 37 CFR 1.10 (2 pgs) 4. Express Mail Receipt "EB 583248349 US"(1pg) |
| <input type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) | <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address | |
| <input type="checkbox"/> Extension of Time Request | <input type="checkbox"/> Terminal Disclaimer | |
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| <input type="checkbox"/> Information Disclosure Statement | <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD | |
| <input type="checkbox"/> Certified Copy of Priority Document(s) | Remarks | |
| <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53 | Additional Documents included Herewith: 5. Copy of Return Post Card Received By Applicant dated July 7, 2009. (1 pg) 6. Copy of Imag File Wrapper Documents dated July 8, 2009, (5 pgs) 7. Copy of July 6, 2009 Submission in Response to Office Action. (60 pgs) | |

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

| | | | |
|--------------|-------------------------|----------|--------|
| Firm Name | PELOQUIN, PLLC | | |
| Signature | <i>Mark S. Peloquin</i> | | |
| Printed name | Mark S. Peloquin, Esq. | | |
| Date | August 3, 2009 | Reg. No. | 50,787 |

CERTIFICATE OF TRANSMISSION/MAILING

I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below:

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|-----------------------|-------------------------|------|----------------|
| Signature | <i>Mark S. Peloquin</i> | | |
| Typed or printed name | Mark S. Peloquin, esq. | Date | August 3, 2009 |

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.11 and 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

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